

TERMS AND CONDITIONS

These Terms and Conditions have been written by Amy Wallace, Speech and Language Therapist. Amy Wallace reserves the right to update the Terms and Conditions at any time. Clients will be notified of any changes.

1. Initial Contact

cost FREE

Initial contact can be via email or telephone. This is an opportunity to discuss your concerns regarding your child's communication and determine the appropriate next steps and whether assessment / therapy is appropriate. This one-off contact is free of charge for the first 20 minutes.

2. Initial Assessment

cost £160

In order to support your child's speech, language and communication I will need to carry out an assessment of their strengths and needs. Assessment can take place at a location of your choosing and will be agreed prior to the appointment. Assessment takes 1 hour and is likely to include:

- a) Information provided by you, the parent/carer regarding your child's developmental history and current communication.
- b) Informal assessment of your child's speech, language and communication through play and conversation.
- c) Formal assessment of your child's speech, language and communication.
- d) A written report summary.

Following this initial assessment verbal feedback of the assessment findings will be provided and recommendations regarding whether further assessment or therapy is necessary and appropriate.

3. In-depth Assessment

cost £315

More detailed assessment can be necessary, particularly when a child's communication profile is more complex or in-depth formal assessment is needed. These assessments can take up to two hours and can take place over two sessions and may include:

- a) Extended formal assessment (where in-depth language assessment is required)
- b) Liaison with others (teaching / nursery staff and other professionals)
- c) Observations in different contexts (such as school / nursery settings)
- d) Analysis of assessment and detailed report.

In certain circumstances detailed assessments may last longer, or further assessment sessions may be recommended. Additional hours spent are charged and will always be discussed, and agreed, with the parent/carer in advance.

The therapist will indicate whether in-depth assessment is likely to be needed. Where in-depth assessment is necessary the initial assessment will usually be included in the fee of £315.

4. Therapy

cost £55/75

A child must complete an initial OR in-depth assessment prior to commencing therapy. Where therapy is recommended, an initial number of therapy sessions will be discussed and agreed with the parent/carer prior to therapy commencing. Following a block of therapy, progress will be reviewed and any further therapy will be discussed.

Parents / carers can withdraw from a block of therapy at any time, a week's notice is appreciated.

Sessions in the Honiton Clinic can be either 45 minutes (£55) or 60 minutes (£75) and this will be discussed and agreed with the parent/carer at the time of scheduling. A discount of 10% can be given when a block of 6 x 60 minute sessions are paid for prior to commencing the therapy. This time includes working with the child, liaison and note writing. No fee is charged for planning time. Therapy can take place at a child's home, nursery/school setting or in clinic. Where travel is required, sessions will be a minimum of 60 minutes long.

A child's progress in therapy is measured and monitored, and if progress is slow or a child is not responding, parents/carers will be included in discussions around 'next steps'.

To support therapy, the following can be offered at the hourly rate of £75:

- a) A programme with therapy targets and recommended activities to share with extended family, nursery / school staff.
- b) Resources to use for the therapy programme (printing and laminating may incur additional charges).
- c) Training sessions for teaching / nursery staff (planning and materials may incur additional charges).
- d) Attendance at multidisciplinary meetings.
- e) Liaison with other professionals and onward referrals.

This can be discussed and cost agreed prior to scheduling.

Certain therapy approaches require the use of video in sessions. Videos will be deleted at the end of each session and not stored by the therapist. Alternatively, parents can choose to use their own personal devices for therapy, and the therapist is not responsible for the security of these videos.

5. Fees and Payment

Fees for Initial Assessments should be paid on receipt of the invoice. The report will be provided once payment has been made.

Fees for therapy sessions, reports and programmes are to be invoiced and paid in advance. Any other additional work incurring a fee will be discussed with the parent/carer and charged at the hourly rate. This will be invoiced once completed.

Fees are subject to review and may increase on 1st April each year. Clients will be given 8 weeks' notice of these changes.

Payment is required within 10 days of presentation of the invoice. BACS is the preferred method of payment:
Account Name: Amy Wallace Speech and Language Therapy
Sort Code: 51-61-23
Account Number: 72664304

Other methods of payment can be discussed and agreed in advance.

If a payment is missed, services will be suspended until payment is received. Parents/carers will be contacted with a payment reminder and if payment is still not received legal action may be commenced.

If services are paid for by private health insurance, parents/carers are expected to pay fees and claim back through their insurance.

6. Travel

No fee will be charged for the first 5 miles travelled (calculated from the base EX14 1NL). A charge of £35 per hour and fuel at 43p per mile will be charged by invoice. Travel times and distances are calculated using Google maps.

7. Cancellations and Non-attendance

If a session is cancelled by the therapist there will be no charge and the appointment will be rescheduled. Parents/carers will be informed of cancellations with as much notice as possible. No liability can be accepted for inconvenience/expense if unforeseen circumstances mean arrangements have to be cancelled or changed.

When a child cannot attend an appointment, parents/carers are required to inform the therapist with at least 24 hours' notice to avoid cancellation fees. If a session is cancelled with less than 24 hours' notice the full cost of the session will be charged.

The full cost of a session is charged in the case of non-attendance. It is a parents responsibility to inform the therapist if their child is absent from school when an appointment is scheduled.

8. Letters, Reports and Programmes

Unless included in the assessment fee, letters, reports and programmes can be provided on request and charged by the hourly rate of £75. These will be sent to parents/carers, copies can be sent to other professionals on parent/carers request. Reports, letters and programmes will be distributed electronically using Egress, a secure platform. Paper copies can be requested by parents/carers.

9. Data Protection

All confidential paper based information is stored securely in accordance with the Data Protection Act 2018. Client details, case notes and correspondence are stored securely electronically in accordance with the Data Protection Act 2018. Reports, letters and programmes will be distributed securely electronically unless agreed otherwise. All records will be held securely until a child turns 25 years of age, when they will be safely destroyed.

The therapist is registered with the Information Commissioner's Office (ICO).

It is the parent's responsibility to ensure the therapist has updated contact information, and the therapist will not be held responsible for any breaches of confidentiality when contact information is not updated.

Email is not a secure method of communication, the therapist will use initials to refer to clients in emails. By signing these Terms and Conditions the parents give consent for email communication about their child.

10. Sharing Information

With the child's best interests in mind, information about the child may need to be shared with other professionals. Such information will be treated confidentially in accordance with the General Data Protection Regulations 2018 (GDPR). Information will only be shared with the signed consent of the child's parent/carer.

11. Safeguarding

If a safeguarding concern is disclosed, it is the therapist's duty to share this information with relevant professionals in line with the Safeguarding Children Act 2004.

The therapist holds an updated enhanced DBS which can be viewed on request at any time.

12. NHS Speech and Language Therapy

All clients are eligible for referral to speech and language therapy within their local NHS trust. It is the responsibility of the client to inform the independent therapist if they are receiving, or on a waiting list for NHS therapy, and to inform the NHS therapist of any independent therapist involvement. Collaboration between therapists is essential to support a child's needs and will be done so with parental agreement.

13. Complaints

If you are not happy with the service provided, please contact the therapist to discuss at the earliest opportunity in the first instance. Should you need further assistance or wish to make a formal complaint following this, please contact the Association of Speech and Language Therapists in Practice (ASLTIP) online via www.asltip.com.

Declaration

Child's Name:	Child's DOB / /
Child's NHS No:	School / Nursery:

Parent / carer's Name(s): (NB parent/carer must hold parental responsibility)
Parent / carer's email address for communication:

Please tick where appropriate:

I have read and understood the Terms and Conditions document. ☐

I give consent for my child to be seen by Amy Wallace (Speech and Language Therapist) for the purpose of assessment and therapy. ☐

I give consent for video to be used as part of my child's assessment and therapy. ☐

I give consent for Amy Wallace to liaise with other professionals. ☐

I give consent for Amy Wallace to use emails for communication. ☐

I understand that Amy Wallace will process and store confidential Information relating to my child in accordance with the Data Protection Act. ☐

I agree to the Terms and Conditions outlined above: ☐

Parent's signature: _____

Date: _____